

Allocations Policy for Funded Social Housing Providers

(Including longer-term and transitional housing services)

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1. Purpose

This *Allocations Policy for Funded Social Housing Providers* details the requirements for community housing providers assisting clients into and through the housing system, as appropriate to their needs.

1.1. Scope

Implementation of this policy is a requirement of the *Housing Regulation 2015* for providers funded under the *Housing Act 2003* to deliver social housing services. A social housing service is defined in the *Housing Act 2003*.

1.2. Definitions

The *Housing Act 2003* and the *Housing Regulation 2015* define the meaning of certain words used in this policy. In addition, the following definitions apply in this Allocations Policy for Funded Social Housing Service Providers:

1.2.1 *Eligible Applicant*

Eligible Applicant means those persons who meet the Intake Eligibility Criteria as defined in the *Social Housing Eligibility Criteria* published by the department, and are approved applicants listed on the Housing Register.

1.2.2 *Housing Register*

The Housing Register means the department's waitlist of Eligible Applicants for Housing Services.

2. Policy outcomes

This policy requires community housing providers to deliver the following outcomes:

- assist Eligible Applicants, predominantly from very high and high need segments of the Housing Register, to access social housing (referrals, offers and nominations)
- fill social housing vacancies by making offers to applicants within established benchmark turnaround times (referrals and offers)
- match eligible persons to the solution that best meets their assessed needs, at the point of allocation and when changes occur during the tenancy (allocations, transfers and exits).

When implementing this policy, the provider must make decisions fairly and transparently, and must document the rationale for its decisions about allocations.

3. Referrals and Offers

3.1. Referrals

The department (or other organisation managing the Housing Register) will supply a referral report to the provider for the vacancy. The provider must accept and assess the referral report to determine which Eligible Applicant best matches the vacancy.

3.2. Matching to a vacancy

The provider must identify the Eligible Applicant whose requirements, needs and circumstances best match the vacancy, taking into consideration the match to the local community and access to services that the Eligible Applicant may require.

The provider must have in place a clearly documented decision-making process for matching and keep records of matching decisions.

3.3. Offers

The provider is responsible for the final allocation decision.

The provider must make an offer of housing to the Eligible Applicant whose requirements, housing need and circumstances best match the property vacancy.

4. Nominations

A nomination occurs when the provider independently, or through an arrangement with a third party, identifies a potential client to be housed in the provider's portfolio and submits a nomination to the department (or other organisation managing the Housing Register) for that client to be housed in the provider's portfolio.

Nominations may be used:

- for any transitional housing vacancy when the client is in very high or high need; or
- when the provider has been given written approval by the Executive Director, Service Delivery, to use the nominations process.

The Executive Director may approve a provider to use the nominations process for longer-term housing if:

- specialised support arrangements are in place for clients who cannot be identified through a search of the Housing Register, and/or
- the provider is approved to assist a particular target group which cannot be identified through a search of the Housing Register.

5. Transfers

A transfer is the movement of a tenant or household from one social housing property to another social housing property where the form and expected duration of assistance is not changing.

The provider must ensure the proactive management of tenancies, in which transfers are used to ensure clients are housed in properties that best match their assessed needs and enable effective management of social housing. This includes management of under-occupancy, and the management of health and safety issues; for example, mitigating the potential effects of lead in the Mt Isa region.

6. Procedures

The provider must implement the following procedures, published on the department's website (www.hpw.qld.gov.au) from time to time:

1. [Service Provider Procedures \(SPPR01\): Allocations](#)
2. [Service Provider Procedures \(SPPR02\) Exit Procedures](#)

3. [Service Provider Procedures \(SPPR02\): Transfers](#)
4. [Transfers- Operational policy and procedures: Supportive Housing Programs \(Common Ground\)](#)

7. Monitoring and reporting

The department will monitor the provider's compliance with this policy in areas including but not limited to:

- allocations from the Housing Register, including segment of need
- vacancy turnaround times.

The provider must report to the department on the outcomes delivered under this policy, as required in the relevant program specifications applying to the provider's funding arrangement with the department.